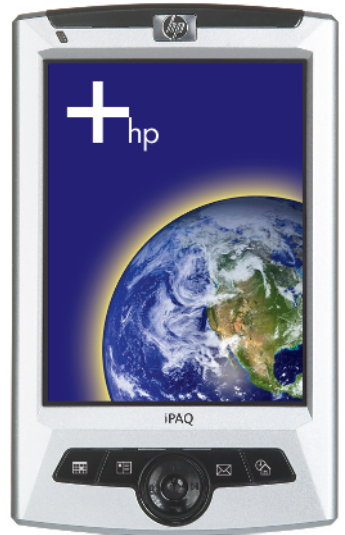


HP iPAQ rz1700 series



How Do I...?

Look inside to find answers to frequently asked questions about product setup, features, and more.

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CAUTION: Text set off in this manner indicates failure to follow directions could result in damage to equipment or loss of information.

How Do I...?

HP iPAQ rz1700 series

Second Edition (December 2004)

Document Part Number: 366076-002

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This document is intended to answer the most frequently asked questions regarding your new product. For setup and installation instructions, see the *Getting Started* document in the box and run the **HP iPAQ Setup Wizard** on the Companion CD. For further support, visit www.hp.com/support to chat with an HP support specialist.

How Do I Find Out What's On My CD?

The best way to find out what is on the Companion CD is to run the HP iPAQ Setup Wizard, which guides you, step-by-step, in:

- Setting up your HP iPAQ and your desktop or notebook computer to work together by installing the latest version of Microsoft ActiveSync and Microsoft Outlook.
- Installing additional optional software from the CD or downloading it from the Internet.
- Purchasing accessories online.

The Companion CD is located in the box and contains:

- Microsoft Outlook 2002
- Microsoft ActiveSync 3.7.1
- Microsoft Windows Media Player
- HP Image Tools for your HP iPAQ
- Various reference guides in viewable and printable PDF format.
- Links to additional software you can download from the Internet.
- Links to accessories stores on the Internet.

Note: It is recommended that you save the CD sleeve for future use as it contains the product key for installing Microsoft Outlook. You will need this product key if you ever need to reinstall Outlook 2002.

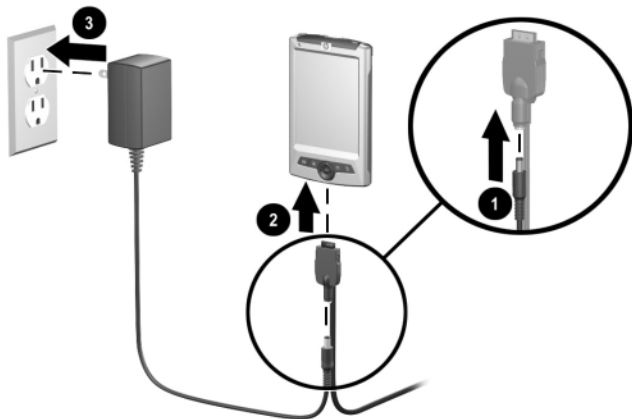
How Do I Power On My HP iPAQ for Initial Use?

Note: The **Power** button is disabled until the device is activated.

To power on the HP iPAQ for the first time:

1. Insert the round connector on the AC Adapter cable into the connector on the sync cable.
2. Insert the connector on the sync cable into the connector on the bottom of the HP iPAQ.
3. Connect the AC Adapter into a standard electrical outlet to charge the battery.

Do not connect the HP iPAQ to your computer until you have installed ActiveSync on your computer.



Note: It can take up to four hours to fully charge the battery.

How Do I Connect the AC Adapter to My HP iPAQ?

To connect the AC Adapter to the HP iPAQ, refer to the previous question [“How Do I Power On My HP iPAQ for Initial Use?”](#) for information.

How Do I Install Microsoft ActiveSync?

Microsoft ActiveSync, located on the Companion CD, is the software that allows your HP iPAQ and your personal computer to communicate with each other.

Before you connect your HP iPAQ to your computer, insert the Companion CD into the CD-ROM drive on your computer.

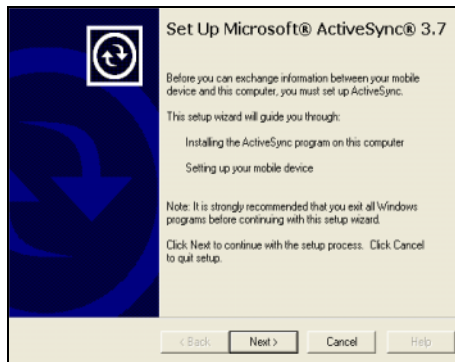
1. Select **Start Here**. The HP iPAQ **Setup Wizard** takes you, step-by-step, in setting up your HP iPAQ and computer.

Note: If the HP iPAQ **Setup Wizard** detects an earlier version of ActiveSync or Outlook on your computer, it prompts you to install the most recent version from the Companion CD. It is recommended that you do so.

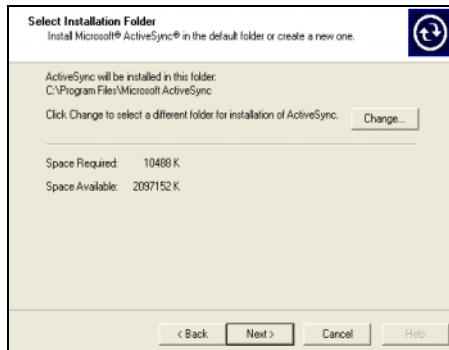
- ❑ The **Setup Wizard** scans your system and recommends applications for you to load. If the **Setup Wizard** detects an earlier version of Microsoft Outlook installed on your personal computer, it suggests installing Outlook 2002. If you want to synchronize your calendar, contacts, messages, notes, and/or tasks, it is recommended that you allow the **Setup Wizard** to install it because earlier versions (such as Microsoft Outlook Express) will not work with ActiveSync and the HP iPAQ.

- ❑ The **Setup Wizard** scans your system to detect earlier versions of Window Media Player and HP Image Zone. We recommend that you allow the Wizard to install these applications in order to take advantage of all your HP iPAQ's functions.

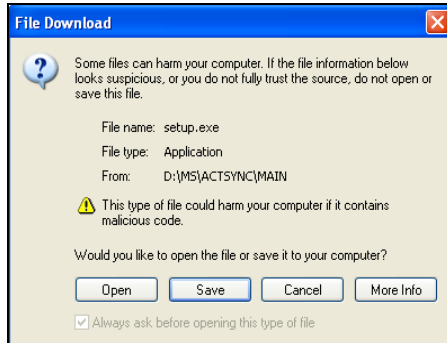
2. When the **Set Up Microsoft ActiveSync** window displays, click **Next**.



3. When the **Select Installation Folder** for Microsoft ActiveSync window displays, accept the default location offered, or select **Change...** to specify a different location.



4. When the **File Download** window displays, click **Open**.



You will know ActiveSync installed successfully when you see the **Set Up a Partnership** screen. Proceed to the next page.

Note: If you are having trouble installing ActiveSync and have firewall software installed, try disabling any firewall software during ActiveSync installation and enabling it again after installation is complete. If you are connected to a corporate firewall, contact your IT Administrator for assistance.

How Do I Create an ActiveSync Partnership?

A Microsoft ActiveSync partnership allows your HP iPAQ and your personal computer to communicate with each other. To synchronize your HP iPAQ and your computer, you must first create a partnership using ActiveSync. You only need to create a partnership once.

To create an ActiveSync partnership between your HP iPAQ and your personal computer:

1. Insert the Companion CD that came with your HP iPAQ into the CD-ROM drive on your computer. The **HP iPAQ Setup Wizard** starts automatically. Refer to [“How Do I Install Microsoft ActiveSync?”](#) for more information.

Follow the on-screen instructions.

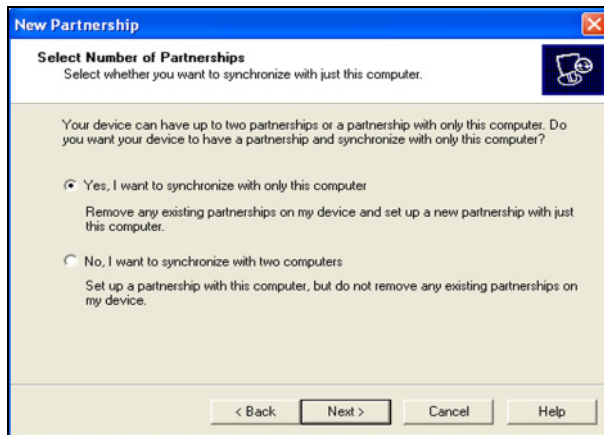
2. Turn on your HP iPAQ by pressing the **Power** button.
3. When the **Set Up a Partnership** screen displays, select **Standard Partnership** and click **Next**.



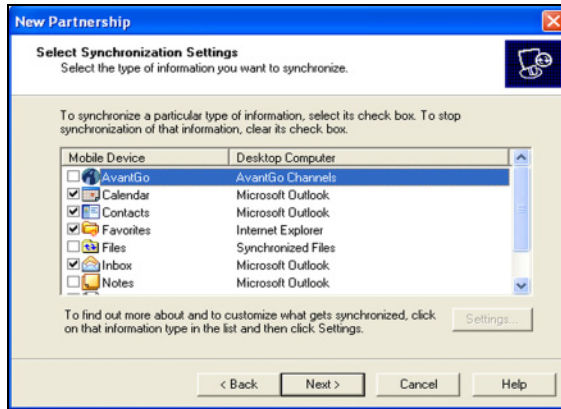
4. When the **New Partnership** screen displays, select **Synchronize with this desktop computer**, and then click **Next**.



5. When the **Select Number of Partnerships** screen displays, choose whether you want to synchronize with one computer or two (e.g., home and office).



- When the **Select Synchronization Settings** screen displays, check the items you want to synchronize between your HP iPAQ and your personal computer.



- When the **Setup Complete** screen displays, click **Finish**. ActiveSync starts to synchronize.

Deleting a Partnership

To delete a partnership:

- Disconnect the HP iPAQ from your computer.
- On your computer, open Microsoft ActiveSync.
- In ActiveSync, click **File > Mobile Device**.
- Click the name of the HP iPAQ partnership you want to delete.

Note: Refer to Microsoft ActiveSync Help for more information on partnerships.

Do you want to learn more about:

- setting up a guest partnership?
- setting up a partnership with a server?
- setting up a partnership with two computers?
- setting up a partnership for two handheld devices?

Refer to the Microsoft Windows Mobile website at www.microsoft.com/windowsmobile. Under **Help and How To** on the left hand side of the window, select **For Pocket PC**. Fill in your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left hand side of the window, select **ActiveSync**.

How Do I Synchronize My HP iPAQ with a PC?

Synchronizing your HP iPAQ and your desktop or laptop computer allows you to keep the same information (such as calendar, contacts, and messages) in both places, making it available when you work on your desktop or laptop computer or when you take your HP iPAQ on the go. There are several ways to synchronize your HP iPAQ with your personal computer:

- Sync cable
- Infrared connection

To synchronize your personal computer and your HP iPAQ, install Microsoft ActiveSync. When prompted, connect the sync cable to your computer. Synchronization begins automatically. Refer to [“How Do I Install Microsoft ActiveSync?”](#) for more information.

Note: If you must log onto a server such as your company’s Virtual Private Network, you may receive a message from ActiveSync telling you it is unable to synchronize. You must first log onto the server in order for ActiveSync to synchronize.

Occasionally when attempting to synchronize to a PC, you might receive an “Unable to Detect Device” error message. This usually means your HP iPAQ is not properly connected to the sync cable.

If you get this error:

1. Make sure the sync cable USB connector is securely connected to your personal computer.
2. Once the connection issue is resolved, ActiveSync begins synchronizing automatically.

If ActiveSync does not begin synchronizing, start it manually:

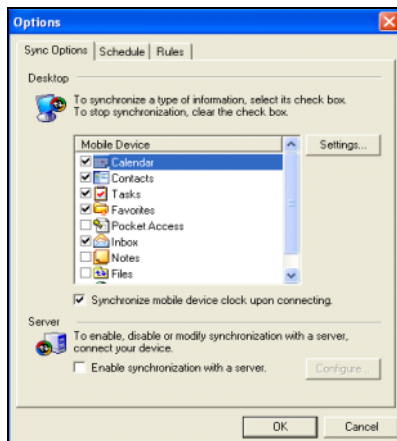
On your personal computer, open ActiveSync by clicking **Start > Programs > Microsoft ActiveSync > Sync**.

To find out how to resolve other error messages, see “Troubleshooting” in the *User’s Guide* located on the Companion CD.

How Do I Synchronize Messaging, Contacts, Calendar, Favorites, or AvantGo?

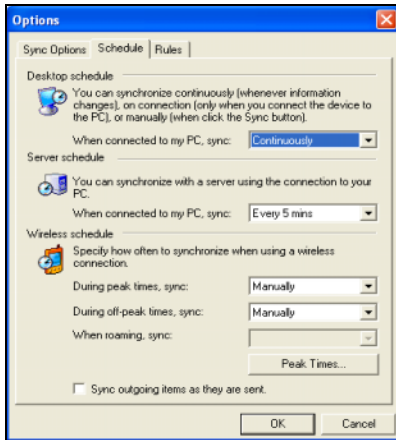
Only data that you have chosen to synchronize in ActiveSync is synchronized. To change the settings:

1. On your personal computer, open ActiveSync by clicking **Start > Programs > Microsoft ActiveSync**.
2. In ActiveSync, click **Tools > Options**.
3. In the **Sync Options** page, check the items you want synchronized and uncheck those you do not want synchronized.



Note: It is recommended that you check the **Synchronize mobile device clock upon connecting** so your HP iPAQ and your personal computer always agree on the date and time. If this box is not checked, files can accidentally be overwritten during synchronization due to differences in dates and times on the files.

4. Under the **Schedule** tab, choose whether you want to synchronize **Continuously**, **On connection**, or **Manually**. If necessary, you can also select options for scheduling synchronization with a server, or using a wireless connection.



5. Click **OK** to save your changes; then click **File > Close** to close ActiveSync.

How Do I Troubleshoot Outlook Errors When Attempting to Synchronize Messaging, Contacts, or Calendar?

When synchronizing, you may receive various error messages. For answers to troubleshooting these errors, refer to the Microsoft Windows Mobile website at www.microsoft.com/windowsmobile. Under **Help and How To** on the left hand side of the window, select **For Pocket PC**. Fill in your region, your device, and your operating system; then click the **Get Support** button. Under **Support Topics** on the left hand side of the window, select the Support Topic that best applies to the error message you receive.

How Do I Run a Diagnostic Check on My HP iPAQ?

You can use SelfTest to verify that the features on your HP iPAQ are running correctly.

To run a diagnostic check on your HP iPAQ:

1. From the **HP Launch** screen or the **Today** screen, tap **Start > Settings > System** tab > **SelfTest**.
2. Select the type of test you want to perform on the HP iPAQ and tap **Start**. You can choose from:
 - Sound
 - Screen Calibration
 - Screen Pattern
 - Read/Write Files
 - IR Transfer

- LED Notification
 - Key Test
3. Select the **Perform automatic 'Reset' before test** checkbox if you want to perform a soft reset on the HP iPAQ. This option closes all programs and resets the HP iPAQ before performing the diagnostic tests selected.
 4. Tap **Finish** once the diagnostic tests are complete.

How Do I Protect My HP iPAQ from Screen Damage or Cracking?



CAUTION: The screen on your HP iPAQ is made of glass and can be damaged or broken by drops, impacts, or pressure.

Note: HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your HP iPAQ for more information.

You should observe the following guidelines to protect the screen on your HP iPAQ from damage:

- Do not sit on your HP iPAQ.
- When transporting your HP iPAQ in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, or hit.
- When not in use, store your HP iPAQ in a case. You can select from a wide variety of case options at www.hp.com/go/ipaqaccessories.
- Do not place anything on top of your HP iPAQ.
- Do not bang your HP iPAQ against hard objects.

- Never use any device other than the stylus that comes with the HP iPAQ or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can purchase extras at www.hp.com/go/ipaqaccessories.
- Clean your HP iPAQ by wiping the screen and the exterior with a soft, damp cloth lightly moistened only with water.



CAUTION: To reduce the risk of damage to the internal components, do not spray liquid directly on the screen, or allow excess liquid to drip inside your HP iPAQ. Using soap or other cleaning products on the screen may discolor the finish and damage it.

How Do I Obtain Service for a Damaged or Cracked Screen?

Note: HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your HP iPAQ for more information.

If you have a non-warranty event occur such as a damaged or cracked screen and want your device repaired, contact HP Customer Support at www.hp.com/support for service. However, contacting HP customer service on a non-warranty event will result in a charge for the repair.


How Do I Change between the HP Launch Screen and the Today Screen?

On some HP iPAQ models, when you first turn on your device, a Launch screen displays. Use this screen to open a program:

- Music (Windows Media Player)
- Contacts
- Schedule (Calendar)
- Photos (HP Image Zone)



To change between the **HP Launch** screen and the **Today** screen:

1. Tap , or from the **Start** menu, tap **Settings > Today > Items** tab.
2. Check or uncheck **iPAQ Entertainment**.

Note: If **iPAQ Entertainment** is checked, no other **Today** screen items are visible.

3. Check any items you want to see on the **Today** screen (the Standard items are Date, Messaging, Tasks, Calendar and Owner Info).
4. Tap **OK**.

How Do I Find Product ID and Serial Number of My HP iPAQ?

The product ID and serial number label are on the back of your HP iPAQ or in the HP Asset Viewer program.

It is recommended that you have this information available before contacting HP Customer Support, particularly if you are calling for in-warranty support.

To use HP Asset Viewer to locate the product ID and Serial Number:

1. Tap **Start > Settings > System tab > HP Asset Viewer**.
2. Tap **System** tab to locate the Product ID.
3. Tap **Identity** tab to locate the Serial Number.

How Do I Maximize Battery Life?

To make your battery last as long as possible between charges, there are certain settings you can change on your device.

Adjusting some or all of these will maximize battery life.

- Leave your HP iPAQ connected to AC power at all times when not using it.
- Set the device to turn off after a short time of not being used. Tap **Start > Settings > System tab > Power > Advanced** tab. On battery power, set the device to power off in the shortest acceptable time.
- Dim the backlight. Tap **Start > Settings > System tab > Backlight > Brightness** tab. Adjust the battery brightness level slider to dim the backlight.
- Turn off the backlight. Tap **Start > Settings > System tab > Backlight > Battery Power** tab; then set the backlight to turn off soon after you stop using the device.
- Set the device to receive incoming infrared beams manually. Tap **Start > Settings > Connections tab > Beam**; then uncheck **Receive all incoming beams**.
- Assign a program button to turn off the screen display while listening to music. Open **Windows Media** and tap **Tools > Settings > Buttons**. From the **Select Function** dropdown list, tap **Screen Toggle**. Press a program button and tap **OK**. Then, when listening to music, press that program button to turn off the screen display.

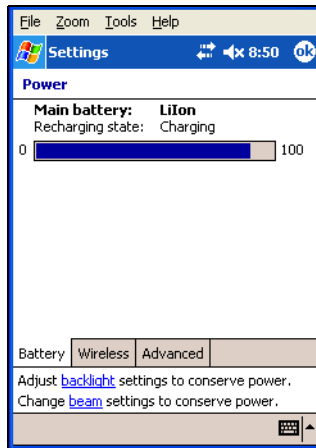
How Do I Know the Battery Is Charging?

There are two ways to see that you are charging the battery.

While the battery recharges, the power indicator light on the front of the HP iPAQ flashes amber. When the battery is fully recharged, the light turns solid amber.

You can also tap **Start > Settings > System tab > Power** to see the battery gauge. The **Recharging state:** says “Charging” until a full charge is reached. Then it displays “**Battery power remaining.**”

If the light is not flashing while you are trying to recharge, disconnect and reconnect the AC Adapter to your HP iPAQ to make sure you have a proper connection.



How Do I Check Battery Level?

To check the battery level, tap **Start > Settings > System** tab > **Power** to see the battery gauge and how much battery power remains.

If the battery charge level is low, recharge the battery by connecting the HP iPAQ to AC power using the AC Adapter.

When the HP iPAQ turns off due to low battery level and does not turn on again, you have **only** up to 72 hours to recharge the battery before you lose data.



CAUTION: Do not allow the battery to discharge completely. A complete discharge causes you to lose all applications and data you have installed or created on your HP iPAQ. To safeguard applications and data files in the **iPAQ File Store** folder, see the *User's Guide* on the Companion CD.

How Do I Obtain Support if the Battery Is Not Charging?

If the battery fails to charge, it must be replaced. The battery can be removed only in an Authorized Repair Center. Please call your local HP Support to arrange shipping the HP iPAQ to an Authorized Repair Center. For a list of worldwide telephone support numbers, go to www.hp.com/country/us/eng/wwcontact.html.

How Do I Perform a Soft (“Normal”) Reset?

A soft reset does not erase any applications or saved data, but be sure to save any **unsaved** data before performing a soft reset since any unsaved data will be lost.

Perform a soft reset when:

- you want to stop all running applications
- after installing a new application
- if your HP iPAQ stops responding

To perform a soft reset:

1. Locate the **Reset** button.
2. Use the stylus to briefly press the **Reset** button. The HP iPAQ restarts and displays the **Today** screen.



How Do I Reset My HP iPAQ if It Locks Up?

If your HP iPAQ becomes unresponsive, you can restart the unit by performing a soft reset. A soft reset stops all running applications and clears memory, but does not erase any programs or saved data. Refer to the previous question [“How Do I Perform a Soft \(“Normal”\) Reset?”](#) for more information.

How Do I Free Up Memory if My HP iPAQ Becomes Sluggish?

If your HP iPAQ becomes slow, perform a soft reset to clear the memory. Refer to [“How Do I Perform a Soft \(“Normal”\) Reset?”](#) for more information.

How Do I Perform a Hard (“Full”) Reset?

Perform a hard reset when you want to clear all settings, applications, and data from RAM (Random Access Memory, where data and applications you have loaded are stored).

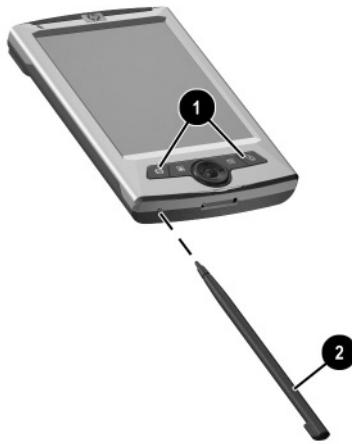
If the battery installed in your HP iPAQ discharges completely, your HP iPAQ will operate as if a hard reset had been performed once the battery has been recharged.



CAUTION: If you perform a hard reset, your HP iPAQ returns to its default settings and loses all information (files, settings, etc.) that is not recorded in ROM. Information stored in iPAQ File Store will not be lost. For more information on using iPAQ File Store, see “Using the iPAQ File Store Folder” in Chapter 5 of the *User’s Guide* located on the Companion CD.

To perform a hard reset:

1. Press and hold buttons 1 and 4 on the front of the device ❶ and, at the same time, with the stylus, briefly press the **Reset** button ❷ on the bottom of your HP iPAQ.



Note: Verify the full reset by pressing the **Power** button. When the HP iPAQ has been fully reset, it does not power on until the battery is reactivated.

2. A hard reset deactivates the battery. The **Power** button does not function until the battery is reactivated. To reactivate the battery:
 - Connect the AC Adapter to the HP iPAQ to charge the device.

Or:

 - Briefly press the **Reset** button with the stylus.

How Do I Clear The Data on My HP iPAQ?

By performing a hard reset, you can return the unit to its original factory settings so that your personal data no longer resides on the HP iPAQ. A hard reset clears all user-installed settings, applications, and data from RAM (Random Access Memory). Refer to the previous question [“How Do I Perform a Hard \(“Full”\) Reset?”](#) for more information.

Note: If you have data stored in iPAQ File Store, you must manually delete these files for them to be permanently removed from the HP iPAQ. A hard reset does not delete files saved in iPAQ File Store.

To delete files in iPAQ File Store:

1. From the **Start** menu, tap **Programs > File Explorer > My Device > iPAQ File Store**.
2. Tap the **Edit** tab > **Select all**.
3. Tap and hold the files, and then tap **Delete**.
4. Tap **Yes** to confirm the file deletion.

How Do I Regain Access to My HP iPAQ if I Forgot My Password?

If you cannot remember your password, the only way to regain access to your HP iPAQ is to perform a hard reset. By performing a hard reset you will lose all data in your HP iPAQ, except for the data stored in iPAQ File Store. Refer to [“How Do I Perform a Hard \(“Full”\) Reset?”](#) for more information.

How Do I Remove Programs From My HP iPAQ?


To remove programs on your HP iPAQ:

1. From the **Start** menu, tap **Settings > System tab > Remove Programs**.
2. Select the checkbox for the programs you want to remove, and then tap **Remove**.

Note: By removing any programs from your HP iPAQ, you increase storage memory (used to store data and document files) and program memory (used to run programs) on the unit.

How Do I Switch from Portrait to Landscape Mode While Viewing a Document or Picture?

You can toggle between screen orientation one of two ways:

Press and hold the **Today** button  for two seconds.

Or:

Go to the **Start** menu > **Settings > System tab > Screen**.

1. Tap **Portrait, Landscape (right-handed), or Landscape (left-handed)**.
2. Tap **OK**.

How Do I Listen to Music on My HP iPAQ?

You can use your HP iPAQ to listen to audio files including:

- MP3 files
- WMA files
- Digital Rights Management (DRM), copy-protected WMA files

You must use Windows Media Player on your computer to download audio files to memory on your HP iPAQ. However, because the files can be fairly large, for more music storage you may want to download them onto an optional SD card (sold separately).

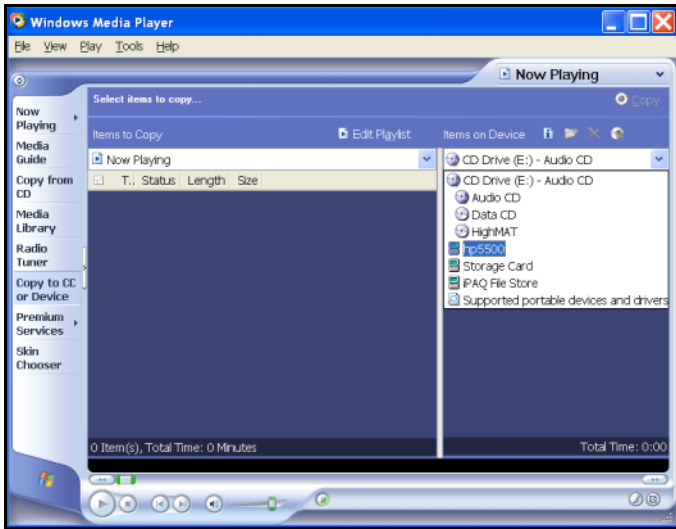
To purchase an SD card, visit www.hp.com/go/ipaqaccessories.

It is recommended that you use the following procedure to download copy-protected and all other audio files to your HP iPAQ:

1. Connect your HP iPAQ to your computer using the sync cable.
2. On your computer, open Windows Media Player by clicking **Start > Programs > Windows Media Player**.
3. In Windows Media Player, click **Copy to CD or Device** from the left menu.
4. In the **Items to Copy** dropdown list, select the files you want to download to your HP iPAQ.
5. In the **Items on Device** dropdown list, select your HP iPAQ.

Note: If you have an SD card loaded in your HP iPAQ, you can select SD Card in the dropdown list to download the files onto the card.

6. Click **Copy** in the upper-right corner.



Also, you can download **non-copy protected** audio files to your HP iPAQ by using Windows Explorer on your computer and ActiveSync.

Note: If you use this procedure for copy-protected audio files, you will see an error message.

1. Connect your HP iPAQ to your computer using the sync cable.
2. On your computer, open ActiveSync by clicking **Start > Programs > Microsoft ActiveSync**.
3. On your computer, right-click the **Start** menu.
4. In the popup menu, click **Explore**. This opens the file hierarchy in your computer.
5. Browse through your folders and subfolders and locate a music file to download to your HP iPAQ.

6. Drag and drop the file(s) from your computer to the **My Music** folder under the **Mobile Device** folder on your HP iPAQ.

To view your files on your HP iPAQ, open **Windows Media Player** and tap **Playlist**. The files are in the **Local Content** folder.

To listen to music:

1. Tap **Start > Programs > Windows Media**.
2. Windows Media Player finds the music files in your HP iPAQ and displays the song that was last played.
3. To play the selected song, press the **Play** button.

To listen to a different song, tap **Playlist** and select a song; then press the **Play** button.

Note: To listen to music in stereo, connect headphones into the HP iPAQ headphone jack.

How Do I Back Up and Restore My Data?

It is good practice to regularly back up the data in your HP iPAQ to your personal computer. This reduces the chance of having to re-enter lost information into your HP iPAQ.

Because you already have a partnership between your HP iPAQ and your personal computer, it is easy to set ActiveSync to create a backup of your data each time you connect the two to synchronize.

To create a backup file of the contents of your HP iPAQ:

1. Connect your HP iPAQ to your personal computer with the sync cable.
2. On your personal computer, open ActiveSync by clicking **Start > Programs > Microsoft ActiveSync**.

3. In ActiveSync, click **Tools > Backup/Restore... > Backup** tab.
 - ❑ To let ActiveSync automatically create a backup file called Backup.stg (the .stg stands for “storage”), click **OK**.
 - ❑ To use a different filename for the backup file, click **Change** and type the new filename.
4. Click **Automatically back up each time the device connects** and click **OK**.



CAUTION: The restore process removes all information from your HP iPAQ and replaces it with the information in the backup file. Once started, you cannot cancel the restore process.

To use your backup file in your personal computer to restore the contents of your HP iPAQ:

1. On your HP iPAQ, close all applications and connect it to your personal computer.
2. On your personal computer, open Microsoft ActiveSync by clicking **Start > Programs > Microsoft ActiveSync**.
3. In ActiveSync, click **Tools > Backup/Restore... > Restore** tab.
4. Locate the backup file and click **OK**.

How Do I Create File Folders on My HP iPAQ?

To keep your files organized, you can group them in folders in your HP iPAQ according to the category to which they belong.

Your HP iPAQ has a folder list called **All Folders**.

1. Go to **Start > Programs > Notes**. Tap the folders list (**All Folders** is the default), and a dropdown list of available folders is displayed.
2. Tap **Add/ Delete... .**
3. To add a folder, tap **New**, type a name, and tap **OK**.
4. To delete a folder, tap the folder and tap **Delete**.
5. To rename a folder, tap the folder, tap **Rename**, and type a new name.
6. To verify the folder was created successfully, go to **Start > Programs > File Explorer > My Device**. In the list of available folders displayed, Tap **My Documents**.

How Do I Transfer Data to a Storage Card?

Storing files on a storage card frees up memory on your HP iPAQ.

To store files on a storage card:

1. Insert the card in your device.
2. Go to **Start > Programs > File Explorer**.
3. Tap and hold the file and tap **Cut**.
4. Browse to the storage card folder and tap **Edit > Paste**.
5. Select **SD Card** from the **Location** list.

How Do I Synchronize Contacts Subfolders?

In **Contacts**, you do not create subfolders, but categories. Grouping your contacts by category makes them easier to find in the scroll list. Then, when you synchronize, you synchronize the contacts and those in each category as well.

To assign a category to a contact:

1. Go to **Start > Contacts**. Your list of contacts displays in the Contacts window.
2. Scroll down the list and tap a contact.
3. Tap the **Edit** tab to see the information you have previously entered for this contact.
4. Scroll down to find the Categories field and tap it.
5. Categorize the contact by selecting a category.

Your HP iPAQ comes with three categories: **Business**, **Holiday**, and **Personal**. You can add to or delete from this list.

To add a new category:

1. Tap the **Add/Delete** tab.
2. Type a category name; then tap the **Add** button.
3. Tap **OK**.

To delete a category:

1. Tap the **Add/Delete** tab.
2. From the list of contacts, tap the category to delete; then tap the **Delete** button.
3. Tap **OK**.

How Do I Migrate Data from Palm Desktop to Windows Mobile 2003?

If you used a Palm Operating System (OS) based device before purchasing your HP iPAQ, you will need to migrate your data from the Palm Desktop software to Windows Mobile 2003.

Migrating your data from Palm software to Windows is a two-part process. First, you will transfer the Palm data to Microsoft Outlook. Then you will synchronize the Outlook data with your HP iPAQ using ActiveSync.

Note: When using the desktop cradle or sync cable, do not connect your HP iPAQ until you have installed ActiveSync and are prompted to do so.

To migrate data from Palm Desktop to Windows Mobile 2003:

1. If you do not already have Microsoft Outlook 98 or higher installed on your personal computer, install Outlook 2002 from the Companion CD as described in [“How Do I Synchronize Messaging, Contacts, Calendar, Favorites, or AvantGo?”](#) in this document.
2. Insert the Companion CD that came with your Palm device into your computer’s CD-ROM drive.

Note: Microsoft Outlook must be set as your default e-mail program to properly synchronize with the Palm Desktop software. If you need to change your settings, open Microsoft Outlook, then click **Tools > Options > Other** tab and check the **Make Outlook the default program for E-mail, Contacts, and Calendar** checkbox. Click **Apply > OK**, then restart your personal computer.

3. Use the HotSync software located on the CD that came with your Palm unit to synchronize your Palm information with Outlook. Refer to the instructions that came with your Palm unit for help installing or using Hotsync.

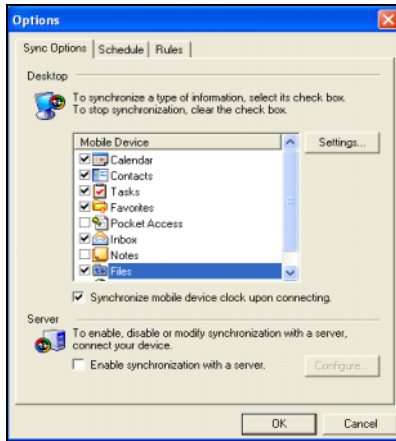
4. When Outlook is synchronized with your Palm device, uninstall Hotsync from your personal computer. Click **Start > Control Panel > double-click Add or Remove Programs**. Select **Palm Desktop**, then click **Remove**. Follow the on-screen instructions.
 - ❑ Install ActiveSync on your personal computer
 - ❑ Create a partnership between your HP iPAQ and your personal computer
 - ❑ Synchronize your HP iPAQ with Outlook

How Do I Transfer Files from My PC to My HP iPAQ?

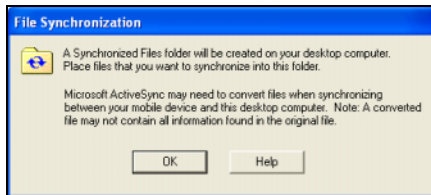
To copy files (such as photos, documents, presentation files, etc.) from your personal computer to your HP iPAQ:

1. Use the sync cable to connect your HP iPAQ to your personal computer.
2. On your personal computer, open Microsoft ActiveSync by clicking **Start > Programs > Microsoft ActiveSync**.

3. In ActiveSync, click **Tools > Options > Sync Options** tab. Click **Files**.



4. The first time you synchronize between your device and the computer, a message is displayed stating a **Synchronized Files** folder will be created on your personal computer desktop. Click **OK**.



5. Click **OK**; then click **File > Close** to close ActiveSync.

Note: If you have connected your device and the computer and synchronization does not begin automatically, on your personal computer click **Start > Programs > Microsoft ActiveSync > File > Options > Schedule** tab. Under **Desktop schedule**, select either **Continuously** or **On connection** from the dropdown list; then click **OK**.

6. Copy any files you want to transfer to your HP iPAQ to the Synchronized Files folder for transfer during synchronization.
7. To verify the files were transferred successfully, on your HP iPAQ tap **Start > Programs > File Explorer > My Documents** folder. The files you copied should be listed.

How Do I Purchase Hardware Accessories For My HP iPAQ?

To purchase accessories for your HP iPAQ such as standard or extended batteries, cases, expansion cards and more:

- In the United States, go to www.hp.com/go/ipaqaccessories
- In Canada, go to www.hp.ca
- In Europe, go to www.hp.com/eur/hpoptions or www.hp.com/go/ipaqchoice
- In all other countries, go to www.hp.com or contact your local reseller or HP sales representative

How Do I Find Information on Topics Not Covered in This Booklet?

For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* file located on the Companion CD. The *User's Guide* is in printable PDF format. Print it if you prefer a hard copy document.

If you have questions on using your Pocket PC that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at www.hp.com/support/ipaqforums.

To receive support from an HP-qualified technical support specialist, visit the HP support Web site at www.hp.com/support. To find information on the support Web site for your specific product, be sure to have your model or product name available.

To access HP Instant Support:

1. On your personal computer, open your Web browser (for example, Internet Explorer) and type in the URL www.hp.com/support.
2. Select your country or region.
3. Select **See support and troubleshooting information**, and then type your product model number.
4. Click the >> button.
5. Select your device from the list.
6. Click **contact support**.